



**MONTANA STATE HOSPITAL
POLICY AND PROCEDURE
CONSULTATION SERVICES**

Effective Date: August 2, 2016

Policy #: TX-05

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- I. PURPOSE:** To ensure provision of consultation and specialized treatment services for Montana State Hospital (MSH) patients.
- II. POLICY:** MSH may provide consultation and treatment services when the Licensed Independent Practitioner (LIP) determines these services are needed. These services may be provided through consultation between LIPs within the hospital, or with outside medical providers.
- III. DEFINITIONS:**
 - A. Consultation - Communication between two or more physicians or other professionals to evaluate the nature and progress of an illness or disease in a particular patient in order to establish a diagnosis, prognosis or recommendation for treatment.
- IV. RESPONSIBILITIES:**
 - A. The dentist or LIP writes an order stating rationale for consultation.
 - B. The LIP will verify guardianship information and the patient's competency.
 - C. The unit nurse is responsible for prioritization of requests for Medical Clinic services, coordinating appointments with the Medical Clinic staff, and preparing billing information.
 - D. The Dental Assistant is responsible for prioritization of requests for Dental Services, scheduling patients for the dental clinic, and preparing billing information.
 - E. The Health Information Department is responsible for coding the Clinical Event billing document and routing to billing department for in-house services.
 - F. The Social Workers will determine payment sources in consultation with the Business Office.
 - G. The Medical Director or designee is responsible for approval or denial of outside consultations.

- H. The Staffing Office or LIP is responsible for arranging outside patient appointments and transportation.
- I. The Associate Director of Nursing will coordinate with the Staff Development Department and the Computer Specialist to provide training and updates to staff responsible for completing the consultation in TIER.

V. PROCEDURES:

A. Medical Clinic Consultations:

1. In the event a medical consult is required or requested, the Licensed Nurse will see the patient, complete a Medical Clinic Referral Form and review the assessment with the LIP. If approved by the LIP, the nurse will fax the assessment form to Medical Clinic. The assessment form must include the reason why the patient needs to be seen by Medical Clinic Staff. The original form will be on the unit. The Medical Clinic Staff will review the request and make arrangements to see the patient if needed, and make recommendations as needed. The Medical Clinic Staff will complete the consult.
2. In the event of a medical emergency, immediately page the LIP directly rather than calling the Medical Clinic.
3. The physician will document findings and recommended treatment on the Medical Clinic Referral Form or Medical Consult notes. These consults will be filed in the Consult section of the medical record.
4. Clinical event billing document will be completed by the LIP and forwarded to Health Information.

B. Dental Office Consultations

1. The unit nurse will place a call to the Dental Clinic to schedule an appointment. A message may be left on the voice mail of the Dental office.
2. Referrals to the Dental Hygiene Clinic may be ordered by licensed nursing staff.
3. The Dental Assistant will schedule patient appointments into Dental Clinic and Dental Hygiene Clinic. Priority will be given to emergencies. The Dental Assistant will notify the ward of appointment times.
4. The Dentist and Dental Hygienist will document in the Dental Chart, found in the History and Physical Section of the medical record.

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5. The Dental Assistant will complete the Dental Service Slips for processing by staff in Health Information. The Dentist is required to sign the service slips.

C. For Outside Consultation SERVICES

1. Referral by LIP or Dentist
 - a. The LIP or Dentist will write an order for the outside consultant in the medical record. The Dental Assistant will initiate the dental consults before they are completed by the unit nurse.
 - b. The nurse will acknowledge the LIP's order(s).
 - c. The unit nurse will complete his/her part of the electronic consultation in TIER.
 - d. The unit nurse will consult with the unit Social Worker/business office to determine payment source.
 - e. The nurse will complete the Consent Information form. The unit LIP will review and sign the Consent Information form.
 - f. The nurse or designee will walk the form to the Medical Director or designee for signature. Dental consults can be returned to the Dental assistant. The Dental Assistant will then walk them to the Medical Director or designee for signature.
2. The Medical Director or designee will:
 - a. Approve/deny and forward the form to the Business Office if approved. If this is not emergent, the consult can be sent through the mail. If the consult is needed the next day or sooner, it must be hand delivered to the Business Office.
 - b. The LIP will be notified by the Medical Director or designee of any denied consults which will be returned to the referring LIP.
 - c. If a consultation is denied by the Medical Director, the attending LIP must discontinue the order written in the patient record which initiated the consult.
3. The Hospital Administrator will review non-emergency surgical procedures or other consults that will have a significant fiscal impact.
4. Business Office will complete the electronic consult by:
 - a. Verifying payment source.
 - b. Providing cost estimate for services.
 - c. Routing requests to Staffing Services.
5. Staffing Services will:
 - a. Schedule the outside appointment in most cases.
 - b. Notify licensed nurse on the patient's treatment program with details for appointment.
 - c. Arrange for escorts and transportation.

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- d. Ensure escorts have the completed Consultation form and any additional patient records as indicated on the Consultation form.
- D. Consultation results and reports received from services provided will be routed to the LIP and then filed in the patient's chart.
- E. Emergencies:
 - 1. An outside consultation does not necessarily accompany a patient in an emergency situation. It can be entered in TIER by the unit nurse at a more convenient time, printed and mailed to the Business Office. This form does not require signatures from the LIP or Medical Director.

VI. REFERENCES: None

VII. COLLABORATED WITH: Director of Nursing, Director of Health Information, Chief Financial Officer, Medical Director, Computer Specialist.

VIII. RESCISSIONS: #TX-05, Consultation Services dated November 8, 2011; #TX-05, *Consultation Services* dated August 22, 2006; TX-05, *Consultation Services* dated November 7, 2003; #TX-05, *Consultation Services* dated February 14, 2000; TX-04-96-R (4/11/97)

IX. DISTRIBUTION: All Hospital Policy Manuals

X. ANNUAL REVIEW AND AUTHORIZATION: This policy is subject to annual review and authorization for use by either the Administrator or the Medical Director with written documentation of the review per ARM § 37-106-330.

XI. FOLLOW-UP RESPONSIBILITY: Medical Director

XII. ATTACHMENTS:

A. [Medical Clinic Referral Form](#)

_____/____/____
Jay Pottenger Date
Hospital Administrator

_____/____/____
Thomas Gray, MD Date
Medical Director

Montana State Hospital
Med Clinic Referral

NAME: _____ HOSPITAL NUMBER: _____

Chief Complaint: _____

Assessment/Care Provided: _____

RN Signature: _____ **Date/Time:** _____

Last labs (Date & type): _____

T: _____ HR: _____ BP: _____ RR: _____ O2 sat: _____ Wt.: _____

Reviewed (circle): **Urgent** **Subacute** **Chronic** **No action needed** (file in RN
assessment)

LIP Signature: _____ **Date/Time:** _____

Faxed to Med Clinic by (initials) _____ **Date/Time:** _____

Medical Consult

Date/Time: _____ **Location:** _____

Physician's Note: _____

Consultant's Signature: _____ **Length of Visit:** _____

[illegible]

Consultant's Signature: _____ **Length of Visit:** _____